



Rhode Island Department of Health Office of Health Professionals Regulation Frequently-Asked Questions about Online License Renewals

Q: Who can renew online?

A: As 08/03/2006, the following license types may renew online:
Physicians:

- Allopathic Physicians (MD)
 - MD – Controlled Substance Registration (CSR)
- Osteopathic Physicians (DO)
 - DO – Controlled Substance Registration (CSR)

Pharmacy:

- Pharmacists
- Pharmacy Interns
- Pharmacy Technicians
- Pharmacy Technician Trainees

Q: I've misplaced the postcard I received that had the website and renewal ID on it. How can I get this information?

A: The web address is <https://healthri.mylicense.com>. You can contact the Licensing Data Entry Unit by E-mail at elicense@health.ri.gov or by telephone at 401-222-1800 Monday through Friday, 8:30am – 3:00pm. The staff will be happy to look up your renewal ID and provide the web address to you.

Q: How long does it take to see my license renewed on the License Verification Site?

A: Please allow five (5) business days for the Department to review your license renewal provided that the Department does not require additional information to process your renewal. Although the online process automates many aspects of license renewal, a manual review is still necessary before the renewal process is finalized. If no further information is required your license will be renewed. The Department will contact you if additional information is required.



Q: What are the advantages to renewing online?

A: Renewing online is fast, easy, and secure. It prevents common renewal errors such as incorrect amount on check or money order, incorrect payee on check or money order, or incomplete information on renewal form. Errors of this type cause delays in renewing licenses. Renewing online is much faster than requesting a paper renewal.

Q: Can I renew online any time?

A: You can renew online 24 hours a day, 7 days a week. If you renew after your expiration date, any applicable late penalty fees will be applied. Please see below for the renewal period for your license type.

Physicians: 08/03/2006 – 08/31/2006

- Allopathic Physicians (MD)
- Osteopathic Physicians (DO)

Pharmacy: 08/03/2006 – 08/31/2006

- Pharmacists
- Pharmacy Interns
- Pharmacy Technicians
- Pharmacy Technician Trainees

Q: Do I need any special type of software or computer to renew online?

A: The online renewal process works best using Microsoft Internet Explorer, version 6.0 or higher. Some customers have experienced difficulties using other browser types.

Q: What if I do not have own a computer?

A: The Department's online renewal website can be accessed through any web browser, such as at your place of employment or at a library. The Department also has two computers available for licensees who walk in to the department and wish to renew. The computers are available Monday through Friday, 8:30am – 3:00pm in the Licensing Unit in Room 105A.

Q: What if I don't see my profession listed above?

A: If your profession is not listed above then you will not be able to renew online. You will receive paper renewals and must renew by check or money order.



Q: What about my controlled substance registration (CSR)?

A: If you currently have a CSR, you will be able to renew it online as well. It will appear as “Group Renewal” on the Renewal Fees webpage during the renewal process. If you do not have a CSR and would like to apply for one, you must do so by contacting the appropriate licensing board at the Department.

Q: How is security for online license renewal handled?

A: The Department’s online license renewal process is secured by a VeriSign certificate, which uses 128-bit encryption. The connection is also handled by a Virtual Private Network (VPN) to secure your personal information. Credit card numbers and expiration dates are not stored within the licensing system.

Q: Why am I being charged a convenience fee?

A: The Department of Administration has authorized the Department of Health to charge a nominal convenience fee in order to recover processing costs related to online credit card transactions. The Department has made every effort to keep convenience fees as low as possible while offering expanded online services and payment options to our customers.

Q: My employer pays my license renewal fee. Will they be able to pay online?

A: Unfortunately your employer will not be able to pay for your renewal online since it requires the licensee to log in and create a unique password. Please ask your employer if you can be reimbursed by presenting your printed receipt page.

Q: Can I still renew the old-fashioned way by check or money order?

A: Yes. While the Department encourages you to try the online renewal process, you may receive a paper renewal form by contacting the Licensing Unit by E-mail at elicense@health.ri.gov or by phone at 401-222-1800. Please allow fifteen (15) business days from the date you mail your paper form and payment for the Department to process your renewal. The Department will notify you if additional information is. When requesting a renewal by E-mail, please include your name, license number, and current mailing address.



Q: Why am I being charged a late penalty fee?

A: According to Section 7.4 of the *Rules and Regulations for the Licensure and Discipline of Physicians* (R5-37-MD/DO), the late penalty fee of \$100.00 for Allopathic Physician (MD) and Osteopathic Physician (DO) licenses was scheduled to go into effect 07/01/2006. The penalty fee applies uniformly to any license for which payment was not received by end-of-business 09/10/2006.

Because of the delay in implementing the online renewal process, the Department made a decision to delay the imposition of the penalty fee until 09/01/2006. Because of further intermittent outages in the e-Licensing system, the Board of Medical Licensure and Discipline and the Licensing Team agreed to extend the grace period for late renewal and imposition of the penalty fee until 09/11/2006.